



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Chief's Staff & Support  
**Program Name and Number:** Chief's Staff (3411)  
**Program Owner:** Shawn Hill  
**Program Mission:** Ensure that the organization is operating in a professional manner at all levels with a solid and consistent focus on community policing through team approaches and employee accountability.

**5/7, 71%  
Objectives  
Achieved**

### Program Activities:

1. Manage, oversee, and monitor the operations of the Santa Barbara Police Department, which includes 3 divisions that provide public safety for the Santa Barbara Community and focus on quality of life issues.
2. Investigate and evaluate all complaints related to the performance and conduct of the members of the Police Department.
3. Assist other City departments in gathering information related to public liability claims and other personnel matters.
4. Investigate special requests from City Hall and respond with information in a timely manner.

✓ Status	Project Objectives							
<input checked="" type="checkbox"/> Complete	1. Implement a Community Service Officer program designed to reduce issues of nuisance-related crimes in the downtown corridor, work collaboratively with Restorative Policing and increase quality of life for the citizens and visitors of the city. Develop written policies and procedures, establish job descriptions and expectations, identify and select qualified candidates, provide both formal and informal training to ensure maximum potential of this new program.							
Comments: Mid-Yr:	Yr-End:							
<input type="checkbox"/>	2.							
Comments: Mid-Yr:	Yr-End:							
Status	Measurable Objectives	Metric						
	1.	Percent of performance objectives						
.% of Target								
		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		80%						0%
		Previous FY2015						
		80%					83%	83%
Comments: Mid-Yr:	Yr-End:							

Status	Measurable Objectives	Metric
Behind Target . % of Target	2. Investigate formal citizen complaints and complete 80% of the complaint investigations within 120 days (not timetold cases).	Percent of formal citizen's complaint investigations completed in 120 days
FY2016		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
<input type="checkbox"/>		80%
		0%
		0%
		0%
		0%
		0%
		0%
Previous FY2015		
		80%
		0%
		0%
		0%
		100%
		0%
		100%
Comments: Mid-Yr:		Yr-End: Investigations often must take into consideration leave time and the scheduling of legal represetsatives which causes delay. However, the process for assigning and tracking compliants has been modified to create a more efficient and consistent process.

Status	Measurable Objectives	Metric
Ahead of Target 111.1% of Target	3. Investigate informal citizen complaints and respond to 90% of the reporting parties with final action taken within 60 days of complaint.	Percent of informal citizen's complaint investigations completed in 60 days
FY2016		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
<input checked="" type="checkbox"/>		90%
		100%
		100%
		100%
		100%
		100%
		100%
Previous FY2015		
		90%
		100%
		100%
		100%
		100%
		100%
		100%
Comments: Mid-Yr:		Yr-End:

Status	Measurable Objectives	Metric
Ahead of Target 111.1% of Target	4. Respond to 90% of special requests from City Council members, citizen inquiries and outside agencies within one working day of being assigned to establish a timeline of completion.	Percent of requests responded to within one working day
FY2016		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
<input checked="" type="checkbox"/>		90%
		100%
		100%
		100%
		100%
		100%
		100%
Previous FY2015		
		90%
		100%
		100%
		100%
		100%
		100%
		100%
Comments: Mid-Yr:		Yr-End:

Status	Measurable Objectives							Metric	
Ahead of Target 111.1% of Target	5.	Respond to 90% of City Attorney and Risk Management requests for investigation within one working day to establish a timeline of completion.							Percent of requests responded to within one working day
FY2016									
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
✓		90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Previous FY2015									
		90.0%	100.0%	100.0%	100.0%	96.2%	100.0%	99.1%	
Comments: Mid-Yr: Yr-End:									
Status	Measurable Objectives							Metric	
Ahead of Target 208.3% of Target	6.	Provide 12 media releases focusing on issues of community interest, efforts to engage youth and non-enforcement related activities of the Police Department.							Media releases involving non-enforcement activities
FY2016									
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
✓		12	6	5	11	3	11	25	
Previous FY2015									
		12	6	6	12	4	8	24	
Comments: Mid-Yr: Budget mistakenly adopted 29 as target Yr-End:									

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 33.3% of Target	1. Formal citizen complaints		15	0	1	1	0	4	5
			Previous FY2015						
			17	0	0	0	2	1	3
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 140.7% of Target	2. Informal citizen complaints		27	7	11	18	7	13	38
			Previous FY2015						
			24	4	2	6	6	13	25
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 18.8% of Target	3. Citizen Pitchess Motions filed		16	1	1	2	0	1	3
			Previous FY2015						
			24	4	0	4	6	0	10
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 42.9% of Target	4. Special requests from City Hall, citizen inquiries, and outside agencies		56	0	12	12	5	7	24
			Previous FY2015						
			48	3	2	5	10	4	19
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 36.% of Target	5. City Attorney and Risk Management requests		178	24	19	43	13	8	64
			Previous FY2015						
			185	78	43	121	53	37	211
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 47.1% of Target	6. Administrative complaints		17	3	2	5	2	1	8
			Previous FY2015						
			17	6	5	11	3	7	21
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
3.9% of Target	7. Media Contacts		649	0	11	11	3	11	25
			Previous FY2015						
			583	192	188	380	204	196	780
<b>Comments:</b>			7. Mid-Yr: We are considering redefining this measure. Currently we have issued 11 media releases.						



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Chief's Staff & Support  
**Program Name and Number:** Support Services (3413)  
**Program Owner:** Lori Pedersen  
**Program Mission:** Perform the administrative and fiscal functions for the Police Department, including purchasing, payroll, and revenue collection while providing fiscal support and oversight to all department divisions.

**4/4, 100%  
Objectives  
Achieved**

### Program Activities:

1. Administer the preparation, implementation, and management of the department's budget.
2. Provide timely management and support on all matters related to personnel and payroll actions.
3. Process all Department purchasing and accounts payable and receivable actions.
4. Manage the Parking Collection Section, including payments, reviews, and tows.

✓ Status	Project Objectives							
✓ Complete	1. Develop an annual budget within target and administer within fiscal constraints and policies.							
Comments:	Mid-Yr:	Budget development to start in January.			Yr-End:	Completed budget submittal.		
Status	Measurable Objectives						Metric	
On Target 100.% of Target	1. Achieve a 99% accuracy rate in processing employee timesheets.						Percent of timesheets processed error free	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		99%	99%	99%	99%	99%	99%	99%
Previous FY2015								
		99%	99%	99%	99%	99%	99%	99%
Comments:	Mid-Yr:				Yr-End:			
Status	Measurable Objectives						Metric	
On Target 100.% of Target	2. Achieve a clearance rate of 80% for parking citations.						Percent of parking citations paid	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		80%	83%	78%	80%	82%	79%	80%
Previous FY2015								
		88%	75%	80%	78%	74%	85%	88%
Comments:	Mid-Yr:	Jul-Sep 15 = 11,548 cites paid Oct-Dec 15 = 16,092 cites paid			Yr-End:	Jan - Mar 16 = 18,119 cites paid Apr - Jun 16 = 18,496 cites paid		

Status	Measurable Objectives					Metric			
On Target 100.% of Target	3.	Notify all interested parties of vehicles towed for unlicensed driver within 1 business day.					Percent of interested parties notified within 1 business day		
FY2016									
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
☑		100%	100%	100%	100%	100%	100%	100%	
Previous FY2015									
		100%	100%	100%	100%	100%	100%	100%	
Comments: Mid-Yr:		254 vehicles were towed in the first half of the year.			Yr-End:				

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected	1. Timesheets processed		6,500	1,701	1,705	3,406	1,438	1,677	6,521
100.3% of Target			Previous FY2015						
			6,300	1,932	1,744	3,676	1,444	1,701	6,821
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	2. Errors reported by Payroll on timesheets		65	10	13	23	10	24	57
87.7% of Target			Previous FY2015						
			63	11	19	30	8	10	48
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	3. Purchasing transactions processed		900	286	237	523	194	230	947
105.2% of Target			Previous FY2015						
			600	258	196	454	189	204	847
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	4. Accounts Payable transactions processed		1,300	421	496	917	512	489	1,918
147.5% of Target			Previous FY2015						
			1,200	462	509	971	489	536	1,996
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	5. Parking citations issued		92,000	21,380	20,595	41,975	22,027	23,387	87,389
95.% of Target			Previous FY2015						
			92,000	26,194	21,947	48,141	21,772	21,891	91,804
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	6. Current fiscal year parking citation payments		78,200	11,969	16,092	28,061	18,119	18,496	64,676
82.7% of Target			Previous FY2015						
			75,000	22,048	19,317	41,365	19,876	20,049	81,290
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Not Reportable of Target	7. Prior Fiscal Year parking citation payments		85%						
			Previous FY2015						
			88%	75%	80%	78%	88%	85%	88%

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.5% of Target	8. Parking citations paid online		33,350	5,082	7,485	12,567	8,361	8,915	29,843
			Previous FY2015						
			25,000	7,985	6,753	14,738	7,418	7,448	29,604
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 41.5% of Target	9. Vehicles towed for unlicensed driver		1,000	140	114	254	78	83	415
			Previous FY2015						
			1,300	279	262	541	214	186	941
<b>Comments:</b> <p>2. Mid-Yr: Fewer errors on timesheets than projected. Lower than projected numbers are a good thing for this measure. Yr-End: Fewer errors were made than projected.</p> <p>3. Mid-Yr: 523 requisitions have been completed to date, if current trend continues we will exceed 1,000.</p> <p>4. Mid-Yr: We anticipate exceeding our target of 1,300 requisitions.</p> <p>5. Mid-Yr: New parking citation system implemented end of July, so current numbers are 5 months of data. Still understaffed in Parking Enforcement so numbers will be down. Yr-End: Adjustment made to first quarter number to include all citations written.</p> <p>6. Mid-Yr: Anticipate the number of citations paid to increase due to anticipated FTB payments. Yr-End: Increase in FTB payments was not realized. These payments may come in the first part of FY 2017.</p> <p>7. Mid-Yr: This breakdown isn't available in the new parking system. Will need to revamp for FY 17.</p> <p>8. Mid-Yr: Implemented new parking citation system end of July. We are currently slightly behind target. Yr-End: Online payments continue to increase but we did not reach our target of online payments with Phoenix/Wincite.</p> <p>9. Mid-Yr: Less vehicles are being towed due to changes in State law. Yr-End: Less vehicles are being towed due to changes in State law.</p>									





# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Chief's Staff & Support

**Program Name and Number:** Community and Media Relations (3427)

**Program Owner:** Riley Harwood

**Program Mission:** Utilize community oriented policing programs and partnerships to resolve specific neighborhood problems affecting quality of life issues.

**6/7, 86%  
Objectives  
Achieved**

### Program Activities:

1. Coordinate a citywide implementation of the Community Oriented Problem Solving (COPS) philosophy.
2. Utilize problem-solving techniques to resolve specific neighborhood problems.
3. Conduct presentations on crime prevention topics.
4. Provide information to the public on police procedures with English and Spanish language Citizen's Academies.
5. Provide training to school officials and parents on current issues and counsel school children on personal issues and safety tips.
6. Provide information to the public regarding police activities, crime trends, and emergency situations with media releases and interviews.
7. Oversee the SBPD Explorer Post, preparing youth for careers in law enforcement.
8. Serve as the Police Department's liaison to the Santa Barbara Police Activities League.
9. Maintain the Restorative Policing Program.

✓ Status	Project Objectives	
✓ Complete	1. Further the development of existing Neighborhood Watch groups by providing leadership and training in crime prevention techniques. All Neighborhood Watch groups will be contacted at least once during the year.	
<b>Comments: Mid-Yr:</b>	13 Neighborhood Watch meetings were attended during QTR 1 & QTR 2. Requests to attend Neighborhood Watch meetings increased due to an increase in residential burglaries.	<b>Yr-End:</b> 7 Neighborhood Watch meetings were attended during QTR 3 & QTR 4, including a meeting at SBPD for Neighborhood Watch Captains.
✓ Complete	2. Continue to develop the skills of the SBPD Explorers. Explorers will compete in at least one multi-agency Explorer competition during the year and attend an Explorer Academy.	
<b>Comments: Mid-Yr:</b>	Explorers attended one competition and two Explorers attended National Academies.	<b>Yr-End:</b>
✓ Complete	3. Maintain the Restorative Policing Program with a minimum of 35 active cases at all times.	
<b>Comments: Mid-Yr:</b>	The average client caseload during QTR 1 & QTR 2 was 121.	<b>Yr-End:</b> The average client caseload during QTR 3 & QTR 4 was 122, while the average for FY2016 was 121.

Status	Measurable Objectives	Metric
Ahead of Target 103.2% of Target	1. Respond to 94% of all requests for attendance at public education presentations within three working days.	Percent of requests for public education presentations responded to within three working days

		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date

<input checked="" type="checkbox"/>	94%	95%	93%	94%	98%	99%	97%
Previous FY2015							
	92%	97%	100%	98%	91%	94%	96%
Comments: Mid-Yr: QTR 1 81 of 85, QTR 2 39 of 42.				Yr-End: QTR 3 122 of 124, QTR 4 88 of 89.			
Status		Measurable Objectives				Metric	
Ahead of Target 2. 110.3% of Target		Contact 87% of complainants within three working days of notification of a community problem or issue.				Percent of requests for assistance responded to within three working days	
FY2016							
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
<input checked="" type="checkbox"/>		87%	94%	96%	95%	98%	97% 96%
Previous FY2015							
		87%	87%	75%	82%	93%	88% 85%
Comments: Mid-Yr: QTR 1 63 of 67, QTR 2 49 of 51.				Yr-End: QTR 3 64 of 65, QTR 4 59 of 61.			
Status		Measurable Objectives				Metric	
Behind Target 3. 100.% of Target		Host 3 Citizen’s Academies.				Citizen’s Academies completed	
FY2016							
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
<input type="checkbox"/>		2	1	0	1	0	1 2
Previous FY2015							
		3	1	0	1	1	1 3
Comments: Mid-Yr:		One Youth Citizens Academy was conducted during QTR 1. In QTR 2 the Beat Coordinator staff was reduced to two officers; this may impact the number of Citizens Academies conducted during the remainder of the year.			Yr-End: One Spanish Language Citizens Academy was conducted during QTR 4. Reduction in Beat Coordinator staffing prevented the fulfillment of this objective.		
Status		Measurable Objectives				Metric	
Ahead of Target 4. 202.1% of Target		Ensure Restorative Outreach Specialists conduct regular outreach with homeless persons.				Contacts with homeless persons (duplicative)	
FY2016							
<input checked="" type="checkbox"/>	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
<input checked="" type="checkbox"/>		900	486	636	1,122	522	175 1,819
Previous FY2015							
Comments: Mid-Yr:				Yr-End:			

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 154.4% of Target	1. COPS Projects		158	67	51	118	65	61	244
			Previous FY2015						
			237	47	32	79	15	17	111
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 130.5% of Target	2. Telephone & E-mail Contacts		1,472	475	480	955	550	416	1,921
			Previous FY2015						
			1,764	412	324	736	302	518	1,556
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 257.6% of Target	3. Public Meetings & Presentations		132	85	42	127	124	89	340
			Previous FY2015						
			238	35	31	66	23	17	106
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 91.7% of Target	4. Neighborhood Improvement Task Force (NITF) Meetings		12	3	2	5	3	3	11
			Previous FY2015						
			12	3	3	6	3	3	12
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 60.7% of Target	5. Community & Media Notifications		112	18	13	31	10	27	68
			Previous FY2015						
			180	33	23	56	19	27	102
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 120.8% of Target	6. Explorer Post Meetings & Events		48	12	12	24	15	19	58
			Previous FY2015						
			48	10	14	24	18	16	58
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 117.8% of Target	7. Explorer Post Volunteer Community Service Hours		1,906	816	321	1,137	576	533	2,246
			Previous FY2015						
			824	540	413	953	68	243	1,264

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	8. PAL Meetings & Events		130	57	44	101	87	42	230
Projections			Previous FY2015						
176.9% of Target			93	29	36	65	46	81	192
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	9. Homeless persons placed in recovery programs		110	12	17	29	25	30	84
Projections			Previous FY2015						
76.4% of Target									
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	10. Homeless persons reunited with family members		34	8	11	19	15	11	45
Projections			Previous FY2015						
132.4% of Target									
<b>Comments:</b> <p>4. Mid-Yr: In QTR 2 the Beat Coordinator staff was reduced to two officers which impacted the number of NITF meetings attended. Yr-End: Performance during QTR 3 &amp; QTR 4 was as projected.</p> <p>5. Mid-Yr: The reduction of Beat Coordinator staff to two officers and other administrative priorities have resulted in less proactive engagement with the community and the media. Yr-End: Performance as projected mid-year, but below FY2016 target.</p> <p>6. Yr-End: Increase in QTR 4 stemmed from additional meetings to prepare for the National Explorer Conference in QTR 1 of FY2017.</p> <p>9. Mid-Yr: Staffing of the Restorative Policing Unit has been reduced to one Restorative Policing Officer and two Outreach Specialists, impacting the number of placements. Yr-End: Performance exceeds mid-year projection, but below FY2016 target.</p>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Administrative Division  
**Program Name and Number:** Administrative Services Division (3421)  
**Program Owner:** Todd Stoney  
**Program Mission:** Provide leadership, direction, and administrative guidance for the Administrative Services Division.

**3/3, 100%  
Objectives  
Achieved**

### Program Activities:

1. Coordinate and oversee the Police Department facilities maintenance needs with the Public Works Department.
2. Work closely with the Business Office to efficiently administer the Administrative Services Division Budget.
3. Continue administration of current and future grant funding programs.

✓ Status	Project Objectives	
✓ Complete	1.	Complete annual policy manual update including general orders and approved legal recommendations for command staff approval.
Comments: Mid-Yr:	Manual update is currently in the final stages of review/approval.	Yr-End: Policy manual update is complete with approval from the City Attorney's office.
✓ Complete	2.	Complete annual mileage review of all department vehicles to ensure uniform usage. Re-distribute vehicles as necessary.
Comments: Mid-Yr:	Annual mileage review is scheduled for the third quarter.	Yr-End: Annual mileage survey on all department vehicle has been completed - vehcles re-distributed to ensure uniform usage.

Status	Measurable Objectives		Metric					
On Target 100.% of Target	1.	Ensure Administrative Services program owners complete 80% of program objectives.	Percent of program objectives completed					
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		80%						80%
Previous FY2015								
		80%						79%
Comments: Mid-Yr:	This is a year end objective to be calculated after final submittal of all Administrative Services Programs.		Yr-End:	35 out of 44 objectives achieved.				



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Administrative Division

**Program Name and Number:** Records Bureau (3414)

**Program Owner:** Todd Stoney

**Program Mission:** Provide necessary support to the police department and allied law enforcement agencies as it relates to police records as well as excellent customer service to our community in compliance with federal, state and municipal laws.

**8/8, 100%  
Objectives  
Achieved**

### Program Activities:

1. Process, maintain, and track all police crime reports, arrest reports, traffic accident reports, and traffic citations.
2. Provide the timely processing of subpoenas for officer and civilian personnel, declarations, and requests for records.
3. Assist the general public and police officers by taking and completing counter reports.
4. Process and maintain the monthly Uniform Crime Reporting statistics for the Department of Justice.
5. Fingerprint using Live Scan or rolling prints for the Police Department, City employees, bookings, registrants, City permits and public.
6. Transcribe police reports as needed.

✓ Status	Project Objectives	
✓ Complete	1.	Ensure California Law Enforcement Telecommunication System (CLETS) training to Records Bureau Team Members is in compliance with Department of Justice regulations.
<b>Comments: Mid-Yr:</b>		At mid-year, all Records Bureau Team Members are in compliance with Department of Justice regulations.
<b>Yr-End:</b>		At year-end, all Records Bureau Team Members are in compliance with Department of Justice regulations.
✓ Complete	2.	Ensure that all data entry backlog (Juvenile Record Sealing, Court Dispositions, Traffic Citations, and Report Verification) is completed and current by assigning additional resources.
<b>Comments: Mid-Yr:</b>		Records personnel continue to address backlog issues and have made substantial progress at the mid-year mark of eliminating all data entry backlog. Records recently completed interviews to fill both a full time and part time records position opening, which will further assist in reducing data entry backlog.
<b>Yr-End:</b>		At year end, data entry backlog is completed and current.

  

Status	Measurable Objectives	Metric
Ahead of Target 101.% of Target	1. Audit and ensure 97% of all in-custody adult and juvenile arrest reports are processed and distributed prior to 10:00 a.m. the following court day.	Percent of in-custody reports processed by 10:00 a.m. the following court day
FY2016		
✓	UM	Target
✓		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
		97%
		94%
		97%
		96%
		99%
		99%
		98%
Previous FY2015		
		97%
		100%
		99%
		99%
		99%
		99%
		99%

  

<b>Comments: Mid-Yr:</b>		Q-1: 631 of 668 processed on time. Q-2: 685 of 704 processed on time.
<b>Yr-End:</b>		Q-3: 691 of 699 processed on time. Q-4: 863 of 871 processed on time.

Status	Measurable Objectives	Metric						
Ahead of Target 108.7% of Target	2. Ensure 92% of Uniform Crime Report (UCR) reportable crime reports are entered into Versadex by the 5th day of the following month.	Percent of UCR reportable reports processed by the 5th of the month						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		92%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		92%	100%	100%	100%	100%	100%	100%
Comments:	Mid-Yr:	Q-1: 3 of 3 months entered on time. Q-2: 3 of 3 months entered on time.			Yr-End:	Q-3: 3 of 3 months entered on time. Q-4: 3 of 3 months entered on time.		

Status	Measurable Objectives	Metric						
Ahead of Target 3. 108.7% of Target	Ensure 92% of “Uniform Crime Report” reports are submitted to the Department of Justice by the 10th of day of the following month.	Percent of UCR reports submitted by the 10th of the following month						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		92%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		92%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		Q-1: 3 of 3 months entered on time. Q-2: 3 of 3 months entered on time.			Yr-End: Q-3: 3 of 3 months entered on time. Q-4: 3 of 3 months entered on time.			

Status	Measurable Objectives	Metric						
Ahead of Target 108.7% of Target	4. Ensure 92% of juvenile detention information is transmitted to the Department of Corrections by the 10th day of the following month.	Percent of juvenile detention information transmitted to the DOC by the 10th of the month						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		92%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		92%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		Q-1: 3 of 3 months entered on time. Q-2: 3 of 3 months entered on time.			Yr-End: Q-3: 3 of 3 months entered on time. Q-4: 3 of 3 months entered on time.			

Status	Measurable Objectives						Metric	
Ahead of Target 111.1% of Target	5. Ensure 90% of public records are responded to within 10 days.						Percent of public records responses completed within 10 days	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		90%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		90%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		Q-1: 4 of 4 responses completed on time. Q-2: 2 of 2 responses completed on time.			Yr-End:	There was a large increase in the total number of Public Records responses in the 3rd and 4th quarters (6 in Q1and Q2; 22 in Q3 and Q4). All responses were completed on time.		

Status	Measurable Objectives						Metric	
Ahead of Target 105.6% of Target	6. Ensure 90% of records related discovery requests from the District Attorney’s Office are fulfilled within three working days.						Percent of discovery requests from the District Attorney’s Office fulfilled within three working days	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		90%	92%	93%	92%	97%	98%	95%
Previous FY2015								
		90%	89%	97%	92%	95%	93%	93%
Comments: Mid-Yr:		Q-1: 54 of 59 responses completed on time. Q-2: 39 of 42 responses completed on time.			Yr-End:	Q-3: 64 of 66 responses completed on time. Q-2: 118 of 121 responses completed on time.		



			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	1. Officer Reports Processed		20,000	5,668	4,704	10,372	4,901	5,207	20,480
102.4% of Target			Previous FY2015						
			20,000	5,398	4,787	10,185	5,702	5,401	21,288
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	2. Street Checks/Field Interviews Processed		4,500	1,384	1,062	2,446	1,265	1,356	5,067
112.6% of Target			Previous FY2015						
			4,500	1,112	1,062	2,174	1,374	1,168	4,716
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	3. Officer Appearance Subpoenas Processed		2,500	671	483	1,154	512	587	2,253
90.1% of Target			Previous FY2015						
			2,700	648	516	1,164	465	400	2,029
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected	4. Fingerprint Services Rendered		3,000	820	620	1,440	717	853	3,010
100.3% of Target			Previous FY2015						
			3,000	878	572	1,450	731	821	3,002
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	5. Dictated Reports Typed		2,500	618	319	937	459	474	1,870
74.8% of Target			Previous FY2015						
			2,700	680	557	1,237	608	713	2,558
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	6. Towed Vehicle Reports Processed		2,700	533	448	981	471	461	1,913
70.9% of Target			Previous FY2015						
			2,800	691	602	1,293	572	558	2,423
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	7. Restraining Orders Processed		475	151	173	324	165	124	613
129.1% of Target			Previous FY2015						
			450	116	122	238	149	157	544

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
43.7% of Target	8. District Attorney Rejections Processed		1,500	208	137	345	175	135	655
			Previous FY2015						
			2,100	295	369	664	416	309	1,389
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 75.% of Target	9. Quarterly Records Meetings		4	1	1	2	1	0	3
			Previous FY2015						
			4	1	1	2	1	1	4
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
60.2% of Target	10. Counter Reports Completed		3,400	482	450	932	624	492	2,048
			Previous FY2015						
			3,200	842	858	1,700	1,014	1,039	3,753
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 79.3% of Target	11. Civil Subpoenas Processed		150	48	33	81	18	20	119
			Previous FY2015						
			200	36	23	59	31	43	133
Comments:	<div>1. Mid-Yr: Above 50% mark at mid-year. Yr-End: Target projection exceeded by 480 reports.</div> <div>2. Mid-Yr: Above 50% mark at mid-year. Yr-End: Target projection exceeded by 567 reports processed.</div> <div>3. Mid-Yr: Below 50% mark at mid-year. Yr-End: Subpoenas processed falls below expectations by 247 total subpoenas.</div> <div>4. Mid-Yr: Below 50% mark at mid-year. Yr-End: Fingerprint services rendered fall within 10 of targeted amount.</div> <div>5. Mid-Yr: Below 50% mark at mid-year. Yr-End: Number of dictated reports typed falls below the target prediction.</div> <div>6. Mid-Yr: Below 50% mark at mid-year. Yr-End: Number of towed vehicle reports processed falls below the target prediction.</div> <div>7. Mid-Yr: Above 50% mark at mid-year. Yr-End: Number of restraining orders processed is above target prediction.</div> <div>8. Mid-Yr: Below 50% mark at mid-year. Yr-End: Number of District Attorney rejections processed falls below the target prediction.</div> <div>9. Mid-Yr: One "all personell" records meeting was held in each of the first two quarters. Yr-End: A quarterly records meeting was not held during the fourth quarter.</div> <div>10. Mid-Yr: Below 50% mark at mid-year. 1316 on-line reports processed during this time period. Yr-End: Number of counter reports completed falls below the target prediction.</div> <div>11. Mid-Yr: Above 50% mark at mid-year. Yr-End: Number of civil subpoenas processed falls below the target prediction.</div>								



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Administrative Division  
**Program Name and Number:** Property Room (3423)  
**Program Owner:** Jessica Ullemeyer  
**Program Mission:** Process and track all incoming and outgoing property received by the property room, and return found property to its rightful owner.

**2/5, 40%  
Objectives  
Achieved**

### Program Activities:

1. Catalog and store all items of evidence.
2. Identify and dispose of evidence associated with closed cases.
3. Provide legal access to items of evidence for Santa Barbara Police Department employees and officers of the courts.
4. Notify the public how and when their property is available for retrieval from the property room.
5. Catalog, track, and ensure the disposal of all weapons and drugs in a timely manner.
6. Facilitate the delivery and retrieval of evidence pursuant to Discovery Requests and Court purposes.
7. Facilitate the delivery and retrieval of evidence for analysis with the State Crime Lab.
8. Prepare and catalog all items to be disposed by way of auction.

✓ Status	Project Objectives
<input type="checkbox"/> Not Completed	1. Implement new storage system for digital evidence.
<b>Comments:</b> Mid-Yr:	Implementation of new digital storage system for digital evidence delayed due to cost issues.
<b>Yr-End:</b>	Vendor has been identified; however, cost issues (at this time) prohibit the purchase of a new digital storage system.

Status	Measurable Objectives	Metric
Behind Target 61.1% of Target	1. Dispose of a number of items equivalent to 90% of the items received.	Percent of items disposed
FY2016		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
<input type="checkbox"/>		90%
		38%
		57%
		48%
		58%
		66%
		55%
Previous FY2015		
		90%
		61%
		52%
		57%
		58%
		87%
		65%
<b>Comments:</b> Mid-Yr:	Only one property officer staffed during quarter 2.	
<b>Yr-End:</b>	Property office was not fully staffed until Q4.	

Status	Measurable Objectives	Metric																
Ahead of Target 135.6% of Target	2. Dispose of a number equivalent to 90% of cash items received in accordance with state law.	Percentage of cash items disposed																
<div style="text-align: center;">FY2016</div> <table border="1"> <thead> <tr> <th>UM</th> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>90%</td> <td>119%</td> <td>104%</td> <td>111%</td> <td>103%</td> <td>179%</td> <td>122%</td> </tr> </tbody> </table>			UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	<input checked="" type="checkbox"/>	90%	119%	104%	111%	103%	179%	122%
UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date											
<input checked="" type="checkbox"/>	90%	119%	104%	111%	103%	179%	122%											
<div style="text-align: center;">Previous FY2015</div> <table border="1"> <tbody> <tr> <td></td> <td>90%</td> <td>100%</td> <td>81%</td> <td>91%</td> <td>285%</td> <td>71%</td> <td>152%</td> </tr> </tbody> </table>				90%	100%	81%	91%	285%	71%	152%								
	90%	100%	81%	91%	285%	71%	152%											
Comments:	Mid-Yr: Only one property officer staffed during quarter 3	Yr-End:																
Status	Measurable Objectives	Metric																
On Target 100.% of Target	3. Conduct quarterly audits to ensure accountability.	Property audits																
<div style="text-align: center;">FY2016</div> <table border="1"> <thead> <tr> <th>UM</th> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>4</td> <td>1</td> <td>1</td> <td>2</td> <td>1</td> <td>1</td> <td>4</td> </tr> </tbody> </table>			UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	<input checked="" type="checkbox"/>	4	1	1	2	1	1	4
UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date											
<input checked="" type="checkbox"/>	4	1	1	2	1	1	4											
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	4	1	1	2	1	1	4											
Comments:	Mid-Yr: Property audits conducted in each of the first two quarters.	Yr-End: Property audits conducted in each of the first two quarters.																
Status	Measurable Objectives	Metric																
Behind Target . % of Target	4. Conduct annual destruction of drugs and weapons approved by court order.	Drug and weapon destruction																
<div style="text-align: center;">FY2016</div> <table border="1"> <thead> <tr> <th>UM</th> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	<input type="checkbox"/>	1	0	0	0	0	0	0
UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date											
<input type="checkbox"/>	1	0	0	0	0	0	0											
<div style="text-align: center;">Previous FY2015</div> <table border="1"> <tbody> <tr> <td></td> <td>1</td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>1</td> </tr> </tbody> </table>				1		0	0	0	1	1								
	1		0	0	0	1	1											
Comments:	Mid-Yr:	Yr-End: No gun buy back was conducted by the City in 2016 - the volume of drugs and weapons is property did not warrant an annual destruction.																

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 107.0% of Target	1. Safekeeping items received and stored		1,500	421	389	810	362	433	1,605
			Previous FY2015						
			1,500	325	364	689	370	334	1,393
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 107.9% of Target	2. Safekeeping items released to owner or owner representative		850	211	208	419	191	307	917
			Previous FY2015						
			850	220	208	428	234	214	876
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.3% of Target	3. Safekeeping items destroyed		550	114	86	200	60	231	491
			Previous FY2015						
			600	113	110	223	102	102	427
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 60.9% of Target	4. Discovery requests processed		700	115	84	199	115	112	426
			Previous FY2015						
			700	127	83	210	96	115	421
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections . % of Target	5. Total items received annually		18,000	4,935	4,557	9,492	4,590	4,356	0
			Previous FY2015						
			18,500	4,071	3,928	7,999	4,890	4,249	17,138
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 75.2% of Target	6. Total items disposed annually		12,000	1,910	2,653	4,563	1,572	2,890	9,025
			Previous FY2015						
			13,000	2,496	2,053	4,549	2,828	3,688	11,065
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 70.8% of Target	7. Total transactions to receive, transfer, or dispose		80,000	14,540	14,803	29,343	12,912	14,379	56,634
			Previous FY2015						
			84,000	20,767	17,251	38,018	15,300	14,965	68,283

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	8. Total in-car mobile video requests		700	332	351	683	247	419	1,349
192.7% of Target			Previous FY2015						
			500	212	167	379	203	355	937
<b>Comments:</b> <ol style="list-style-type: none"> <li>Mid-Yr: Above 50% mark at mid-year. Yr-End: Year end numbers exceeded target projection.</li> <li>Mid-Yr: On course to meet yearly projections. Yr-End: Year end numbers exceeded target projection.</li> <li>Mid-Yr: Below 50% mark at mid-year. Does not include auctioned items. Yr-End: Year end numbers below target projection.</li> <li>Mid-Yr: Below 50% mark at mid-year. Yr-End: Year end numbers below target projection.</li> <li>Yr-End: Year end numbers exceed target projection.</li> <li>Yr-End: Year end numbers below target projection.</li> <li>Yr-End: Year end numbers below target projection.</li> <li>Mid-Yr: Dramatic increase in the overall number of in-car mobile video requests. Yr-End: Year end number almost double the target projection for in-car mobile video requests.</li> </ol>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Administrative Division  
**Program Name and Number:** Training and Recruitment (3424)  
**Program Owner:** David Henderson  
**Program Mission:** Recruit and hire qualified personnel and provide state-mandated training for all department employees.

**1/4, 25%  
Objectives  
Achieved**

### Program Activities:

1. Conduct recruiting activities with Human Resources personnel to recruit a diverse candidate pool.
2. Conduct thorough background investigations on all prospective Police Department employees.
3. Supervise police officer recruits at the Police Academy.
4. Review training records of all employees legally mandated to comply with Peace Officer Standards Training (POST) requirements.
5. Coordinate the department's training in developing a training plan and execute the plan.
6. Conduct department safety training under the City's Injury and Illness Protection Plan.
7. Prepare policy manual recommendations for command staff approval and make regular updates.

✓ Status	Project Objectives						
✓ Complete	1. Ensure 95% of Sworn/Reserve Police Officers (excluding approved leaves) meet POST training requirements by December 31 of each even numbered calendar year. (Biennial POST training cycle)						
Comments: Mid-Yr:		Department is on target to meet POST training requirements in December of 2016.			Yr-End:		Department is on target to meet POST training requirements in December of 2016.
Status	Measurable Objectives					Metric	
Behind Target 94.7% of Target	1. Maintain 95% staffing level of authorized, full-time positions.					Percent maintained of authorized staffing level	
FY2016							
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
☐		95%	94%	91%	92%	86%	90% 90%
Previous FY2015							
		95%	96%	94%	95%	94%	92% 94%
Comments: Mid-Yr:		Q1: 211 positions authorized, 199 were filled as of September 30, 2015. Q2: 211 positions authorized, 191 were filled as of December 31, 2015.			Yr-End:		Multiple early departures due to retirement and leaving to other agencies among sworn personnel. The Department has begun to recover from a low in the third quarter due to a continued period of increased hiring.

Status	Measurable Objectives				Metric			
Behind Target 92.2% of Target	2.	Complete 90% of pre-employment personnel background investigations within 60 days of receiving the Personal History Statement.				Percent of backgrounds completed within 60 days		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		90.0%	87.8%	92.0%	89.4%	78.8%	76.2%	83.0%
Previous FY2015								
		85.0%	100.0%	100.0%	100.0%	96.4%	97.2%	98.2%
Comments: Mid-Yr:		Q1 - 36 of 41 backgrounds completed within 60 days. Q2 - 23 of 25 backgrounds completed within 60 days. Q3 - 26 of 33 backgrounds completed within 60 days. Q2 - 32 of 42 backgrounds completed within 60 days.			Yr-End:		51 above " projected " backgrounds assigned.. Five backgrounds assigned to Sintra (outsourced) completed outside the 60 due date.	

Status	Measurable Objectives				Metric			
Behind Target 83.3% of Target	3.	Distribute twelve training bulletin to employees on various law enforcement topics.				Monthly Training Bulletins		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		12	3	1	4	3	3	10
Previous FY2015								
		12	2	3	5	3	5	13
Comments: Mid-Yr:		Multiple training bulletins staged for 3rd and 4th Quarter release.			Yr-End:		During a period of enhanced hiring, the administrative sergeant position remained unfilled thus requiring the redistribution of overall workload. Divisional focus was on increased testing and hiring of employees.	



			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	1. Employees Hired		29	7	9	16	16	7	39
Projections			Previous FY2015						
134.5% of Target			26	5	3	8	8	5	21
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	2. Pre-Employment Background Investigations Completed		95	41	25	66	33	42	141
Projections			Previous FY2015						
148.4% of Target			91	26	22	48	28	35	111
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds	3. Training Days Conducted		24	19	16	35	5	6	46
Projections			Previous FY2015						
191.7% of Target			24	8	11	19	4	43	66
<b>Comments:</b> <ul style="list-style-type: none"> <li>1. Mid-Yr: On target to meet hiring goals. Yr-End: Overall hiring of employees greatly exceeded target expectations.</li> <li>2. Mid-Yr: Above 50% mark at mid-year. Yr-End: Pre-employment background investigations completed greatly exceeded target expectations.</li> <li>3. Mid-Yr: Above 50% mark at mid-year. Yr-End: Number of training days completed almost doubled the target goal.</li> </ul>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Administrative Division  
**Program Name and Number:** Range and Equipment (3425)  
**Program Owner:** David Henderson  
**Program Mission:** Provide real world firearms training to insure compliance for all officers and oversee the maintenance and issuance of operative, well-maintained safety equipment and vehicles.

**5/6, 83%  
Objectives  
Achieved**

### Program Activities:

1. Oversee primary weapon qualification for all regular and reserve officers, Harbor Patrol, and Airport Patrol.
2. Operate an indoor firing range in order to provide firearm training and certification in a safe environment.
3. Provide a safety officer at requested SWAT trainings.
4. Maintain condition and inventory control of department weapons, excluding SWAT inventory.
5. Maintain the operation and cleanliness of indoor firing range.
6. Manage all requests for repairs for department fleet vehicles.
7. Monitor all manufacturer recalls on department vehicles and schedule vehicles for routine preventive maintenance.
8. Maintain inventories and issue all safety equipment to newly hired personnel and replace safety equipment for all officers as needed.
9. Oversee day-to-day minor building maintenance requests.

✓ Status	Project Objectives						
✓ Complete	1. Complete yearly range maintenance of backstop/lead-trap.						
Comments: Mid-Yr:				Yr-End: Range maintenance completed January 18-22nd.			
Status	Measurable Objectives					Metric	
On Target 100.% of Target	1. Ensure 100% active duty officers and reserve officers pass a shooting qualification course each quarter.					Percent of Officers Qualified	
FY2016							
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
✓		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Previous FY2015							
		100.0%	100.0%	100.0%	101.0%	100.0%	100.0%
Comments: Mid-Yr:				Yr-End:			
Q1 - 128 of 128 active duty officers/reserves qualified. Q2 - 122 of 122 active duty officers/reserves qualified.				Q3 - 121 of 121 active duty officers/reserves qualified. Q4 - 123 of 123 active duty officers/reserves qualified.			

Status	Measurable Objectives	Metric						
Ahead of Target 110.% of Target	2. Take corrective action on 90% of vehicle repair requests within three (3) business days.	Percent of vehicle requests responded to within three business days						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		90%	99%	100%	99%	98%	99%	99%
Previous FY2015								
		90%	93%	91%	92%	90%	91%	91%
Comments:	Mid-Yr: Q1 - 213 of 115 requests responded within three days. Q2 - 122 of 122 requests responded within three days.	Yr-End: Q3 - 153 of 156 requests responded within three days. Q4 - 136 of 137 requests responded within three days.						
Status	Measurable Objectives	Metric						
On Target 100.% of Target	3. Conduct annual inventory of all department firearms excluding SWAT.	Weapon inventories done						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		1	0	0	0	1	0	1
Previous FY2015								
		1	0	0	0	1	0	1
Comments:	Mid-Yr: Scheduled to be Completed in June 2016 by Range Master	Yr-End: Department wide equipment inventory completed ahead of schedule in the third quarter.						
Status	Measurable Objectives	Metric						
On Target 100.% of Target	4. Ensure 100% of all department utilized duty weapons are inspected for safety, and maintained as needed.	Percent of weapons inspected						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		100%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		100%	100%	100%	100%	100%	100%	100%
Comments:	Mid-Yr: Q1- 128 of 128 Officers/Reserves weapons checked. Q2 -122 of 122 Officers/Reserves weapons checked.	Yr-End: Q3- 121 of 121 Officers/Reserves weapons checked. Q4 -123 of 123 Officers/Reserves weapons checked.						

Status	Measurable Objectives	Metric						
Behind Target 52.% of Target	5. Ensure 100% of long rifles are cleaned and maintained each year (25% each quarter).	Percent of long rifles cleaned and maintained						
-----FY2016-----								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		100%	45%	73%	59%	45%	45%	52%
-----Previous FY2015-----								
		100%	45%	73%	59%	109%	55%	70%
Comments: Mid-Yr:		Q1 -5 of 44 long rifles cleaned/maintenance check. Q1 -8 of 44 long rifles cleaned/maintenance check.			Yr-End: Total of 44 long rifles assigned to Patrol (34 Patrol / 10 Motor). Long Rifle training postponed to address POST requirements regarding long rifle course (cleaning is scheduled in conjunction with annual training).			

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 96.9% of Target	1. Officers qualified with primary weapon		510	128	122	250	121	123	494
			Previous FY2015						
			460	144	141	285	135	129	549
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Anomaly 3.1% of Target	2. Officers demonstrating proficiency with long rifle		290	0	5	5	0	4	9
			Previous FY2015						
			290	0	141	141	134	0	275
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 114.5% of Target	3. Vehicle Repair Request		550	215	122	337	156	137	630
			Previous FY2015						
			500	162	189	351	136	190	677
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 134.2% of Target	4. Preventive maintenance vehicle services		325	138	143	281	73	82	436
			Previous FY2015						
			325	71	83	154	69	76	299
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 125.3% of Target	5. Duty pistols inspected		400	128	122	250	125	126	501
			Previous FY2015						
			150	144	141	285	136	129	550
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 61.8% of Target	6. Long rifles cleaned		34	5	6	11	5	5	21
			Previous FY2015						
			34	5	8	13	12	6	31
<b>Comments:</b> <ol style="list-style-type: none"> <li>Yr-End: All required Department personnel qualified on primary weapon throughout the course of the year.</li> <li>Mid-Yr: Yearly long rifle training scheduled for 4th Q Yr-End: Long Rifle training postponed to address POST requirements regarding long rifle update course. Scheduled for September, 2016.</li> <li>Yr-End: Vehicle repair requests exceeded target projections.</li> <li>Yr-End: Preventive maintenance requests exceeded target projections.</li> <li>Yr-End: Pistol inspections exceeded target projections.</li> <li>Yr-End: Long Rifle Training postponed to address POST updated requirements regarding long rifle course.</li> </ol>									

Scheduled for September 2016. Rifle cleaning conducted in conjunction with scheduled training.



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police **8/8, 100%**  
**Division:** Police-Administrative Division **Objectives**  
**Program Name and Number:** Information Technology/Crime Analysis (3428) **Achieved**  
**Program Owner:** Dennis Diaz  
**Program Mission:** Design, create, implement, and maintain automated systems, analyze crime data to identify crime series, patterns, trends, and criminal offenders to assist in criminal investigations and Citywide reports, and provide 24-hour technical support to system users, in order to enhance public safety.

### Program Activities:

1. Provide infrastructure support and network security for the 911 Combined Communications Center and all Police Department systems.
2. Design and implement automated systems to enhance public safety, user workflow, and provide critically needed law enforcement information in a timely manner.
3. Administer the Joint Powers Agreement (JPA) network and the Santa Barbara County Information Sharing System, providing law enforcement agencies in Santa Barbara and San Luis Obispo counties with access to local, state, national and international databases.
4. Maintain the Santa Barbara Police Department web page, provide user training, maintain all PCs and mobile computers and related software, and provide 24-hour user support for law enforcement systems.
5. Provide timely and pertinent information relative to crime and arrest data to Police Department personnel, other City departments, outside law enforcement agencies, and the general public for resource allocation, budgeting activities, and community policing.

✓ Status	Project Objectives	
✓ Complete	1.	Update all Computer Aided Dispatch (CAD) workstations and Mobile Data Terminals (MDT) with the new county wide street centerline maps.
<b>Comments: Mid-Yr:</b>		Q1-Q2 - Centerline maps for city limits have been updated on all CAD workstations, but we are still in the progress of implementing a county wide street centerline for all CAD and mobile data computers.
<b>Yr-End:</b>		Q3-Q4 - Our vendor indicated to us that the future releases of CAD would include a web services mapping component that would allow us to use Google Maps to display our base map. This would eliminate the need to create a county map layer.
✓ Complete	2.	Continue the second phase of migrating our core infrastructure to the Granada Garage.
<b>Comments: Mid-Yr:</b>		Q1-Q2 - The second phase of equipment migration entailed implementing redundant networking paths from the main Police Department building to the Granada Garage. The next and most critical process will be to move all mission critical devices to Granada Garage.
<b>Yr-End:</b>		Q3-Q4- Our two most critical servers which are the Computer Aided Dispatch and Records Management are now located at the Granada Garage with data synchronization back the old data center for business continuity.
✓ Complete	3.	Conduct pilot test on body worn camera systems and be prepared to provide a chosen vendor when funding is available.
<b>Comments: Mid-Yr:</b>		Q1-Q2 - We successfully pilot tested body worn cameras from Viewu and Taser. Next, we are waiting for our current in-car video vendor to complete their product development and conclude our pilot test.
<b>Yr-End:</b>		Q3-Q4- We complete testing with Viewu and Taser body camera vendors. Our in-car video vendor did not have a working unit at the time of our pilot test. Procurement options were sent to the finance committee for consideration.

<input checked="" type="checkbox"/> Complete	4. Complete the Versadex personnel module implementation and sustain the new processes with the business office.
<b>Comments: Mid-Yr:</b> Q1-Q2 - The personnel module has been implemented and is now being sustained by the Business Office. This database will store all of the personnel information for all Police Department employees.	<b>Yr-End:</b> See mid-year status comments.

  

Status	Measurable Objectives	Metric
101.% of Target	1. Provide system availability for critical systems at a rate exceeding 99% uptime.	Rate of critical system uptime
FY2016		
<input checked="" type="checkbox"/>	<div> <div>UM</div> <div>Target</div> <div>Qtr1 Actual</div> <div>Qtr2 Actual</div> <div>Mid-Year Actual</div> <div>Qtr3 Actual</div> <div>Qtr4 Actual</div> <div>Year-to-Date</div> </div>	
<input checked="" type="checkbox"/>	<div> <div>≥</div> <div>99%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> </div>	
Previous FY2015		
	<div> <div></div> <div>99%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> </div>	
<b>Comments: Mid-Yr:</b> Qtr. 1: 99.99939% uptime; .0006% downtime (80 minutes of unscheduled downtime) Unscheduled downtime was due to our mail server needing to reboot and the General Utility Switch having some issues.  Qtr. 2: 99.99682% uptime; .003170% downtime (420 minutes of unscheduled downtime) Unscheduled downtime was due to server database replication issues that were required for our records management upgrade that took place in November thru December.	<b>Yr-End:</b> Qtr.3: 99.999687% uptime; .000313% downtime (41 minutes of unscheduled downtime) Qtr.4: 99.999664% uptime; .00033% downtime (44 minutes of unscheduled downtime)	

  

Status	Measurable Objectives	Metric
111.1% of Target	2. Complete 90% of Joint Powers Agreement (JPA) user requests for system access and workstation configurations within 5 working days.	Percent completed
FY2016		
<input checked="" type="checkbox"/>	<div> <div>UM</div> <div>Target</div> <div>Qtr1 Actual</div> <div>Qtr2 Actual</div> <div>Mid-Year Actual</div> <div>Qtr3 Actual</div> <div>Qtr4 Actual</div> <div>Year-to-Date</div> </div>	
<input checked="" type="checkbox"/>	<div> <div></div> <div>90%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> </div>	
Previous FY2015		
	<div> <div></div> <div>90%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> <div>100%</div> </div>	
<b>Comments: Mid-Yr:</b> Qtr:1: 194 user requests; 194 completed same day Qtr:2: 111 user requests; 111 completed same day	<b>Yr-End:</b> Qtr:3: 102 user requests; 84 completed same day Qtr:4: 41 user requests; 41 completed same day	



Status	Measurable Objectives		Metric					
111.1% of Target	3.	Respond to 85% of vehicle mobile data computer (MDC) repair requests within ten (10) business days.	Percent completed					
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		90%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		85%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		Qtr.1: 66 total repairs (All were responded to within 10 days); 59 Police MDC's, 7 Fire MDC's Qtr.2: 46 total repairs (All were responded to within 10 days); 37 Police MDC's, 9 Fire MDC's			Yr-End: Qtr.3: 64 total repairs (All were responded to within 10 days); 59 Police MDC's, 5 Fire MDC's Qtr.4: 52 total repairs (All were responded to within 10 days); 42 Police MDC's, 10 Fire MDC's			

Status	Measurable Objectives		Metric					
108.7% of Target	4.	Publish Compstat reports 85% of the time 2-days prior to CompStat meeting for Staff review.	Percent completed					
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Previous FY2015								
		92.0%	100.0%	100.0%	100.0%	66.7%	100.0%	91.7%
Comments: Mid-Yr:		Qtr 1 & 2: No changes to Compstat were made.			Yr-End: Compstat is still being produced, but our department Compstat program will be under review by Chief Luhnnow.			

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	1. PC Workstations maintained		163	163	163	163	163	163	163
			Previous FY2015						
			150	163	163	163	163	163	163
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 114.8% of Target	2. Mobile Data Computers (MDCs) maintained		61	61	61	61	61	70	70
			Previous FY2015						
			71	61	61	61	61	61	61
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 129.2% of Target	3. RMS help requests completed		260	56	87	143	120	73	336
			Previous FY2015						
			250	59	71	130	120	77	327
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 104.4% of Target	4. JPA workstations maintained		525	525	548	548	548	548	548
			Previous FY2015						
			525	525	525	525	525	525	525
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 85.1% of Target	5. Help requests completed		5,750	1,455	962	2,417	1,177	1,298	4,892
			Previous FY2015						
			4,500	1,586	1,449	3,035	1,345	1,539	5,919
<b>Comments:</b> 2. Yr-End: Q4 We took over the support for the rugged tablet devices that the Fire Department uses for their Electronic Patient Care Reports (EPCR) These devices collect medical information to be accessed by the hospital & County Emergency Medical Services.  5. Mid-Yr: Qtr 2: We implemented a new change log for our network administration which allows the I.T. Manager to monitor critical network and security changes throughout the year.  Yr-End: Qtr3-4: Change log was moved to Microsoft One note which is accessible by all I.T. staff. It was determined that MS Service Manager had too much complexity to be used simply for a change log nor would it be an efficient as a ticketing system.									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Administrative Division  
**Program Name and Number:** Special Events (3443)  
**Program Owner:** Aaron Baker  
**Program Mission:** Monitor special events within the City of Santa Barbara to ensure the safety of event organizers, participants, and the general public. Monitor and maintain permits and licensing for various vendors operating within the City.

**6/6, 100%  
Objectives  
Achieved**

### Program Activities:

1. Process all Special Event applications in accordance with rules and regulations outlined in the Municipal Code.
2. Prepare and implement tactical plans for all events likely to require a police presence beyond the scope of day-to-day operations.
3. Provide local law enforcement agency review and endorsement of Alcohol Beverage Control Special Event Daily License Applications.
4. Conduct Dance Permit Application and Renewal Application investigations and prepare staff reports for the Fire and Police Commission.
5. Conduct taxi, pedicab, and massage technician permit application and renewal application investigations.
6. Supervise, coordinate, and direct the activities of the Police Department's Reserve Corps, Volunteer Corps and Chaplain Program.

✓ Status	Project Objectives						
✓	1. Cross-train one employee as a backfill resource.						
Comments: Mid-Yr:		Administrative Division part time employee hired and is working closely with Special Events to learn position.			Yr-End:		See mid-year comments.
Status	Measurable Objectives					Metric	
Ahead of Target 108.7% of Target	1.	Process 92% of completed Special Events Permit Applications within five working days.				Percent of Special Event Permit Applications processed within five working days	
FY2016							
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual Year-to-Date
✓	Days	92%	100%	100%	100%	100%	100%
Previous FY2015							
		92%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		All special events received in first two quarters processed within 5 working days.			Yr-End:		All special events received in first two quarters processed within 5 working days.

Status	Measurable Objectives						Metric	
Ahead of Target 101.% of Target	2.	Process 99% of completed Alcohol Beverage Control Special Events Daily License Applications within three working days.						Percent of Alcohol Beverage Control Special Events Daily License Applications processed within three working days
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		99%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		99%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		All alcohol beverage control special events license applications received in first two quarters processed within 3 working days.			Yr-End:		All alcohol beverage control special events license applications received in first two quarters processed within 3 working days.	
Status	Measurable Objectives						Metric	
Not Reportable . % of Target	3.	Complete 100% of Dance Permit Application Staff Reports at least 8 days prior to the corresponding Police & Fire Commission meetings.						Percent of Dance Permit Application Staff Reports completed at least 8 days prior to the corresponding Fire & police Commission meetings
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓	Days	100%	0%	0%	0%	0%	0%	0%
Previous FY2015								
		100%	0%	0%	0%	0%	0%	0%
Comments: Mid-Yr:		No dance permit application reports received during the first two quarters.			Yr-End:		No dance permit application reports received during the year.	
Status	Measurable Objectives						Metric	
Not Reportable 103.1% of Target	4.	Process 97% of completed Dance Permit Renewal Applications within three weeks.						Percent of Dance Permit Renewal Applications processed within three weeks
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		97%	0%	0%	0%		100%	100%
Previous FY2015								
		97%	100%	0%	100%	75%	0%	80%
Comments: Mid-Yr:		No dance permit renewal application reports received during the first two quarters.			Yr-End:		No dance permit renewal application reports received during the year.	

Status	Measurable Objectives					Metric		
Behind Target 74.% of Target	5. Complete 96% of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations within three weeks of receipt of Live Scan results.					Percent of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations completed within three weeks of receipt of Live Scan results		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		96%	57%	100%	71%	0%	70%	71%
Previous FY2015								
		96%	100%	93%	96%	100%	100%	97%
Comments: Mid-Yr:		Assigned employee was away from work for an extened period during Q1.			Yr-End:		This postion was left unfilled for approximately 3 months of this year. And when Technician Scott was seleected there was a learning curve that occurred.	
Status	Measurable Objectives					Metric		
Behind Target 78.3% of Target	6. Process 95% of permit renewal investigations (excluding Dance Permits) within three weeks of application.					Percent of permit renewal investigations processed within three weeks		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		92%	62%	89%	76%	0%	66%	72%
Previous FY2015								
		95%	94%	81%	88%	92%	76%	86%
Comments: Mid-Yr:		Employee assigned to this was on an approved leave of absence during Q1.			Yr-End:		This postion was left unfilled for approximately 3 months of this year. And when Technician Scott was seleected there was a learning curve that occurred.	
Status	Measurable Objectives					Metric		
100.% of Target	7. Provide a written response to 100% of completed Alcohol Beverage Control License Applications within 40 days.					Percent of Alcohol Beverage Control License Applications responded to within 40 days		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		100%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		100%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		All alcohol beverage control license applications responded to within 40 days.			Yr-End:		All alcohol beverage control license applications responded to within 40 days.	

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 94.6% of Target	1. Completed Special Events Permit Applications processed		74	23	12	35	15	20	70
			Previous FY2015						
			77	25	11	36	25	16	77
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 125.3% of Target	2. Operations Plans drafted		95	48	28	76	17	26	119
			Previous FY2015						
			94	34	27	61	21	29	111
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 86.3% of Target	3. Alcohol Beverage Control Special Event Daily License Applications endorsed		365	105	63	168	63	84	315
			Previous FY2015						
			365	93	71	164	101	112	377
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
106.1% of Target	5. Cost of providing Police services for the July 4th Celebration		\$61,134	\$64,873	\$0	\$64,873			\$64,873
			Previous FY2015						
			\$54,263	\$61,134					\$61,134
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
101.1% of Target	6. Cost of providing Police services for the Old Spanish Days Celebration		\$350,000	\$353,968	\$0	\$353,968			\$353,968
			Previous FY2015						
			\$378,247	\$321,146					\$321,146
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
of Target	7. Cost of providing Police services for the Solstice Celebration		\$370,084						
			Previous FY2015						
			\$37,084					\$30,344	\$30,344
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
29.2% of Target	8. Hours donated by the Reserve Corps		1,300	220	160	380			380
			Previous FY2015						
			1,102	510	450	960	237	227	1,424

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
72.% of Target	9. Hours donated by the Volunteer Corps		1,600	880	2	882	120	150	1,152
			Previous FY2015						
			320	522	325	847	68	243	1,158
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
59.4% of Target	10. Hours donated by the Chaplains		155	12	36	48	28	16	92
			Previous FY2015						
			156	35	42	77	9	10	96
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
.% of Target	11. Dance Permit Application Staff Reports completed		3	0	0	0		0	0
			Previous FY2015						
			5	0	0	0	0	0	0
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 13.3% of Target	12. Dance Permit Renewal Applications processed		15	0	0	0		2	2
			Previous FY2015						
			18	1	0	1	4	0	5
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 60.5% of Target	13. Permit Applications processed (excluding Dance Permits and Special Events Permits)		200	40	35	75		46	121
			Previous FY2015						
			250	44	45	89	33	41	163
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
.% of Target	14. Permit Applications denied		4	0	0	0		0	0
			Previous FY2015						
			6	0	0	0	0	0	0
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 35.6% of Target	15. Alcohol Beverage Control License Applications processed		45	10	6	16	0	0	16
			Previous FY2015						
			47	7	9	16	14	13	43

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 74.1% of Target	16. Security alarm actions performed		18,392	8,116	5,516	13,632		8,619	13,632
			Previous FY2015						
			19,917	5,147	2,502	7,649	5,490	10,924	24,063
<b>Comments:</b> <ol style="list-style-type: none"> <li>1. Mid-Yr: Quarter 3 and Quarter 4 tend to have an increased number of Special Event Permit applications.</li> <li>2. Mid-Yr: Increased number of operation plans drafted in first two quarters.</li> <li>3. Mid-Yr: Quarter 3 and Quarter 4 tend to have an increased number of Special Event Permit applications.</li> <li>7. Mid-Yr: Event occurs in 4th quarter of fiscal year.</li> <li>8. Mid-Yr: Decreased number of reserve officers due to retirements.</li> <li>9. Mid-Yr: Explorer Post responsible for large number of donated hours. Yr-End: The addition of an intern, who is volunteering her hours in the Admin Division has added hours.</li> <li>10. Mid-Yr: The number of Chaplains has been reduced. We are currently attempting to recruit two additional Chaplains.</li> <li>11. Mid-Yr: No applications received in first two quarters.</li> <li>12. Mid-Yr: No applications received in first two quarters.</li> <li>13. Mid-Yr: Reduced number of Permit Applications received in the first two quarters.</li> <li>14. Mid-Yr: No applications received in first two quarters.</li> <li>15. Mid-Yr: Reduced number of applications received in the first two quarters.</li> <li>16. Mid-Yr: Substantial increase in security alarm actions in first two quarters. Yr-End: Tech Scott has learned the existing system and is able to efficiently navigate the program. While the position was unfilled a part of the tasks were not completed.</li> </ol>									





# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Administrative Division

**Program Name and Number:** Animal Control (3461)

**Program Owner:** Aaron Baker

**Program Mission:** Provide law enforcement and respond to calls for service for neighborhood and health concerns related to domestic and wild animals.

**2/2, 100%  
Objectives  
Achieved**

### Program Activities:

1. Investigate reports of possible rabies exposure from animal bites to humans and wildlife bites to domestic owned animals.
2. Quarantine animals as required or submit specimen for lab testing.
3. Enforce State Humane Laws under the Penal Code, California Code of Regulations, Civil Code, Fish and Game Code, Food and Agriculture Code, Health and Safety Code, Government Code, and Title 6 of the Santa Barbara Municipal Code.
4. Impound stray, abused, neglected, injured, sick, abandoned, dead, or aggressive animals.
5. Deal patiently and effectively with frightened, fractious, and injured animals with the ability to humanely capture, control, carry, or subdue.
6. Respond to calls for service regarding animal complaints seven days a week and provide standby service for emergencies after regular work hours.
7. Promote good public relations by educating pet owners on laws pertaining to the care and control of animals, spaying, neutering, vaccinating, and licensing of pets.

Status	Measurable Objectives				Metric			
Ahead of Target 101.% of Target	1. Respond to 98% of Animal Control calls for service within 24 hours.				Percent of animal control calls receiving a response within 24 hours			
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		98%	99%	99%	99%	98%	98%	99%
Previous FY2015								
		98%	99%	99%	99%	99%	100%	99%
Comments: Mid-Yr:		Q1: 800 of 811 animal control calls received a response within 24 hours. Q2: 602 of 609 animal control calls received a response within 24 hours.			Yr-End:		Q3: 523 of 531 animal control calls received a response within 24 hours. Q2: 640 of 653 animal control calls received a response within 24 hours.	



			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 83.6% of Target	1. Calls for service		3,100	811	609	1,420	531	640	2,591
			Previous FY2015						
			3,053	878	724	1,602	823	918	3,343
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.7% of Target	2. Animals involved in bite incidents with humans		155	31	42	73	31	35	139
			Previous FY2015						
			158	33	28	61	44	44	149
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 109.7% of Target	3. Animals impounded live, injured or dead		996	166	162	328	125	640	1,093
			Previous FY2015						
			1,038	224	227	451	183	211	845
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 64.9% of Target	4. Violations cited		276	61	32	93	45	41	179
			Previous FY2015						
			301	69	69	138	75	73	286
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 81.% of Target	5. Animals quarantined		121	21	24	45	18	35	98
			Previous FY2015						
			126	20	13	33	40	36	109
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 125.% of Target	6. Educational presentations		4	0	0	0	5		5
			Previous FY2015						
			3	1	1	2	6	1	9
<b>Comments:</b> <ol style="list-style-type: none"> <li>Yr-End: The Animal Control group has been 33 percent understaffed for approximately 10 months of this year.</li> <li>Mid-Yr: One of the ACO has not been able to work in the field. Yr-End: This work group has been tasked with additional administrative work and a smaller work group has lessened the ability to be proactive in the field.</li> <li>Mid-Yr: Presentations have been rescheduled due to staffing. Yr-End: During this year the educational presentations were conducted by an Animal Control Officer who was on modified duty.</li> </ol>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Investigative Division  
**Program Name and Number:** Investigative Division (3431)  
**Program Owner:** Alex Altavilla

**2/3, 67%  
Objectives  
Achieved**

**Program Mission:** Investigate or resolve all active assigned criminal cases, including high tech crimes, to a successful conclusion or until all leads are exhausted.

### Program Activities:

1. Investigate active, unsolved criminal cases.
2. Serve as a liaison with the District Attorney to ensure successful prosecution of criminal offenders.
3. Serve as a liaison with community-based organizations and outside law enforcement agencies.
4. Proactively investigate narcotic violations.
5. Extradite fugitives and transport wanted subjects back to Santa Barbara County for prosecution.

Status	Measurable Objectives	Metric
Ahead of Target 108.7% of Target	1. Achieve a 23% clearance rate by arrest, warrant or District Attorney's Office complaint for all assigned cases.	Percent of cases closed by arrest, warrant or District Attorney complaint
FY2016		
✓	UM	Target
✓		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
		23%
		31%
		26%
		29%
		28%
		25%
		25%
Previous FY2015		
		23%
		27%
		25%
		26%
		25%
		26%
		26%
Comments: Mid-Yr: Yr-End:		
Status	Measurable Objectives	Metric
Behind Target 95.7% of Target	2. Complete 92% of cases within 90 days following the date assigned to the investigator.	Percent of cases completed within 90 days following the date assigned to investigator
FY2016		
✓	UM	Target
		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
		92%
		93%
		91%
		92%
		89%
		80%
		88%
Previous FY2015		
		90%
		96%
		94%
		94%
		97%
		95%
		94%
Comments: Mid-Yr: Yr-End: Due to an aggressive case assignment strategy and Detective positions held vacant to assist in Patrol Division team staffing		

Status	Measurable Objectives	Metric						
Ahead of Target 110.% of Target	3. Complete 90% of District Attorney follow-up requests assigned to the Investigative Division by due date.	Percent of District Attorney requests completed by due date						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☑		90%	99%	99%	99%	99%	100%	99%
Previous FY2015								
		87%	97%	94%	96%	97%	96%	96%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>								

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 114.7% of Target	1. Cases closed by arrest, warrant, or District Attorney complaint		565	198	131	329	161	158	648
			Previous FY2015						
			514	189	138	327	154	139	620
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 102.1% of Target	2. Total cases closed		2,301	641	508	1,149	565	635	2,349
			Previous FY2015						
			2,047	711	542	1,253	616	536	2,405
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 117.1% of Target	3. Narcotic investigations completed		1,612	553	519	1,072	435	380	1,887
			Previous FY2015						
			1,915	284	276	560	355	416	1,331
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 63.6% of Target	4. Narcotic forfeiture investigations completed		22	10	1	11	2	1	14
			Previous FY2015						
			23	8	3	11	6	4	21
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 87.7% of Target	5. Arrests by Investigative Division personnel		734	171	123	294	161	189	644
			Previous FY2015						
			706	229	149	378	218	152	748
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 93.6% of Target	6. Sex registrants registered		596	159	131	290	140	128	558
			Previous FY2015						
			360	157	166	323	146	131	600
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 171.1% of Target	7. Completed requests for District Attorney's Office follow-up by Investigative Division		929	397	321	718	363	508	1,589
			Previous FY2015						
			820	309	265	574	390	351	1,315



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Investigative Division  
**Program Name and Number:** Crime Lab (3432)  
**Program Owner:** Alex Altavilla  
**Program Mission:** Collect and process forensic evidence to assist in criminal investigations.

**3/4, 75%  
Objectives  
Achieved**

### Program Activities:

1. Respond to crime scenes to identify, document, collect, and preserve physical evidence for future examinations.
2. Examine and analyze evidence in the laboratory, including the identification of suspected controlled, trace evidence (i.e. hairs, fibers, physiological fluids), and the evaluation of various types of physical evidence.
3. Conduct Hi-Tech crime analysis including the forensic examination of electronic evidence (i.e. computers and hand-held devices).
4. Perform various photographic assignments, including maintaining the digital image archive of crime scene photos, and perform departmental photographic work, including developing and printing a variety of films used for evidence and court displays.
5. Process evidence for latent fingerprints, examine latent fingerprints and conduct fingerprint comparisons.
6. Attend autopsies in criminal cases for evidence collection, documentation and evaluation.
7. Examine evidence to determine if further forensic analysis is required by forensic scientists at the Department of Justice (DOJ) or Federal Bureau of Investigations (FBI). These include: serology, DNA, hair and fiber comparisons, footwear and tire track exams, ballistics, and document examinations.
8. Prepare reports that document crime scenes and results of evidence examinations.
9. Provide expert testimony in court regarding the examinations and evaluations performed.

Status	Measurable Objectives	Metric
Ahead of Target 105.3% of Target	<b>1.</b> Process 95% of photographic evidence submitted by Crime Scene Investigators and Detectives within 4 working days	Percent of photographic evidence processed within 4 working days
<b>FY2016</b>		
✓	<b>UM</b>	<b>Target</b>
		<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓		95%
		100%
		100%
		100%
		100%
		100%
		100%
<b>Previous FY2015</b>		
		95%
		100%
		100%
		100%
		100%
		100%
		100%
<b>Comments: Mid-Yr:</b>		
<b>Yr-End:</b>		

Status	Measurable Objectives						Metric	
Behind Target 78.9% of Target	2. Submit 95% of all CAL-ID quality latent fingerprints to Department of Justice within 4 working days.						Percent of CAL-ID latents submitted to DOJ within 4 working days	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		95%	100%	0%	50%	100%	100%	75%
Previous FY2015								
		95%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:		The Crime Lab technician retired at the end of November, and we are currently processing CAL-ID latents on a weekly basis through the Sheriff's Department. Two candidates for the position are currently going through background checks.			Yr-End:		We were without a Crime Lab Technician from November to April.	

Status	Measurable Objectives						Metric	
Ahead of Target 105.3% of Target	3. Ensure 95% of evidence processing requests by investigators and District Attorney's Office be completed within 4 working days.						Percent of evidence processing requests completed within 4 working days	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		95%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		95%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:					Yr-End:			

Status	Measurable Objectives						Metric	
Ahead of Target 105.3% of Target	4. Ensure that 95% of computer forensic exams are completed within 60 days following the date assigned to examiner.						Percent of computer exams completed within 60 days	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		95%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		95%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:					Yr-End:			



			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 43.% of Target	1. Physical evidence cases processed by lab		100	15	5	20	5	18	43
			Previous FY2015						
			100	21	18	39	21	24	84
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 38.7% of Target	2. Electronic evidence cases processed by lab (ie. computers, cell phones)		225	36	17	53	7	27	87
			Previous FY2015						
			225	24	39	63	44	42	149
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 27.5% of Target	3. Crime scene responses by lab		40	7	0	7	0	4	11
			Previous FY2015						
			40	8	5	13	12	8	33
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 72.9% of Target	4. Follow-up reports submitted by lab		550	199	55	254	54	93	401
			Previous FY2015						
			550	94	124	218	162	121	501
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 68.% of Target	5. Latent prints submitted to CAL-ID		225	95	6	101	26	26	153
			Previous FY2015						
			225	45	57	102	59	56	217
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 96.5% of Target	6. Total number of images processed and archived		115,000	33,787	23,928	57,715	28,361	24,879	110,955
			Previous FY2015						
			115,000	26,429	26,796	53,225	25,568	29,607	108,400



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Patrol Division

**Program Name and Number:** Combined Communications Center (3451)

**Program Owner:** Marylinda Arroyo

**Program Mission:** Receive all calls for service and dispatch public safety resources in an expedient manner.

**4/7, 57%  
Objectives  
Achieved**

### Program Activities:

1. Provide radio communication for Police, Fire and rescue personnel during emergency, routine, and disaster situations 24 hours a day, seven days a week.
2. Receive calls for service for emergency and non-emergency incidents requiring Police, Fire, and medical personnel; determine the appropriate response and dispatch resources accordingly.
3. Coordinate the public safety response for Santa Barbara Police and Fire, and other City resources, and, as needed, other allied agencies.
4. Provide Emergency Medical Dispatch (EMD) services to the community.
5. Maintain certifications for communications staff in compliance with Peace Officer Standards and Training (POST) and Emergency Medical Dispatching (EMD) standards.
6. Comply with discovery requests from the District Attorney, Public Defender, and court civil process.
7. Provide continuous training and support to develop and retain public safety dispatchers.
8. Receive requests from the FAA Air Traffic Controllers and respond with appropriate emergency equipment to aircraft emergencies at the Santa Barbara Airport.

✓ Status	Project Objectives		
<input checked="" type="checkbox"/> Complete	1. Complete a minimum of two open-entry dispatch recruitments per year.		
<b>Comments: Mid-Yr:</b>	Two dispatcher candidates successfully completed the hiring process and one is currently still in training from the recruitment in July-September 2015. Second recruitment period began October 2015 and will conclude January 2016 with the hiring of two additional dispatcher candidates.	<b>Yr-End:</b>	This objective was successfully completed during the first two quarters. A total of five trainees were hired this year.
<input type="checkbox"/> Complete	2. Train a minimum of two police officers in dispatch each fiscal year.		
<b>Comments: Mid-Yr:</b>	Completed the basic dispatch training for Officers Klacking, Biamonte, and Jan during the first and second quarter.	<b>Yr-End:</b>	This objective was successfully completed during the first two quarters.
<input checked="" type="checkbox"/> Complete	3. Reorganize recruitment plan for the Combined Communications Center by developing a recruitment team focused on advertising through professional organizations, job fairs, military and university outreach.		
<b>Comments: Mid-Yr:</b>	Currently working with Training and Recruitment to facilitate on-going recruitment efforts.	<b>Yr-End:</b>	Sgt. Katsapis has been added to the Recruitment Team in Administrative Services and has included the openings for Public Safety Dispatchers in recruitment efforts.

<input checked="" type="checkbox"/> Complete	4.	Modernize Emergency Medical Dispatching, training and quality assurance through software and hardware enhancements.						
Comments: Mid-Yr:		Completed the transition from manual cards to computer automated based ProQA medical dispatching on 11-18-2015. Continue to improve training and quality assurance.			Yr-End:		The automated based ProQA has been in effect these last two quarters. A battalian chief is actively involved in the continuing communication and training of this program as well as the hiring of Nancy Peterson RN who is the EMD Coordinator.	
Status		Measurable Objectives				Metric		
Behind Target 102.6% of Target		1. Answer all 911 calls within an average of five seconds or less.				Average ring time in seconds		
		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	Seconds	5.00	4.87	5.21	5.04	5.31	5.14	5.13
		Previous FY2015						
		4.00	4.83	4.94	4.88	4.81	4.83	4.85
Comments: Mid-Yr:		Staffing in the Communications Center continues to be a challenge as well as establishing new procedures related to computer based medical dispatching directions. Both of these reflect a slight up tick in the answer time for calls, but will begin to improve as familiarization with the new computer software continues.			Yr-End:		Staffing in the Communications Center continues to be a challenge. In reviewing the 911 calls per hour, the longest time frames are from 1500-1900 when the Communications Center receives the most calls for service.	
Status		Measurable Objectives				Metric		
Behind Target 74.4% of Target		2. Maintain daily minimum staffing of 2 dispatchers during non-peak hours and 4 dispatchers during peak hours in the Combined Communications Center 90% or above.				Maintain minimum staffing		
		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		90%	76%	75%	76%	58%	57%	67%
		Previous FY2015						
		90%	100%	100%	100%	100%	95%	99%
Comments: Mid-Yr:		FTE staffing is at 77% of the 18 position in the unit. Minimum staffing (2 during non-peak and 4 during peak periods) was met through overtime and officer reassignment on 76% of the days. Several days had dispatcher trainee as the fourth or fifth dispatcher during peak periods.			Yr-End:		FTE staffing is at 67% 12 are full-time out of 18 positions in the unit. This is being supplemented by two full-time officers who have been re-assigned to the Communications Center. The peak periods are being covered by hourly employees or overtime.	

Status	Measurable Objectives					Metric			
Ahead of Target 111.1% of Target	3.	Ensure 90% of all non-trainee dispatchers are current with their Emergency Medical Dispatching certification.					Percent of non-trainee dispatchers with current EMD certification		
-----									
FY2016									
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
☑		90%	100%	100%	100%	100%	100%	100%	
-----									
Previous FY2015									
-----									
		90%	100%	100%	100%	100%	100%	100%	
Comments: Mid-Yr:		All dispatchers are currently certified in EMD. This includes the updated training for the new computer automated medical dispatching software.			Yr-End:		All full-time and hourly dispatchers are certified in EMD.		

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 110.2% of Target	1. 911 Calls for service received		58,500	17,864	16,040	33,904	15,291	15,275	64,470
			Previous FY2015						
			51,000	16,013	15,573	31,586	14,963	14,960	61,509
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 604.1% of Target	2. Emergency Medical Dispatch instructions provided		700	882	674	1,556	1,443	1,230	4,229
			Previous FY2015						
			450	165	492	657	588	851	2,096
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 118.1% of Target	3. Priority 1 service calls		750	277	204	481	202	203	886
			Previous FY2015						
			950	217	289	506	174	185	865
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 124.1% of Target	4. Priority 2 service calls		17,000	5,715	5,171	10,886	4,961	5,258	21,105
			Previous FY2015						
			17,000	4,964	5,685	10,649	4,300	4,268	19,217
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 118.% of Target	5. Priority 3 service calls		8,000	2,615	2,254	4,869	2,290	2,278	9,437
			Previous FY2015						
			8,000	2,487	2,749	5,236	2,178	1,877	9,291
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 88.3% of Target	6. Phone calls from outside lines		90,000	21,737	20,151	41,888	18,581	18,974	79,443
			Previous FY2015						
			125,000	21,797	18,907	40,704	18,735	19,880	79,319
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 89.7% of Target	7. Recordings provided to the Court Discovery		350	82	63	145	67	102	314
			Previous FY2015						
			350	71	51	122	99	68	289
<b>Comments:</b> 1. Mid-Yr: Increase over the projection represents a more accurate method of reporting and is not the actual increase in 911 calls over the previous years. However, there is approximately a 12% increase projected for the fiscal year. Yr-End: The 911 calls were obtained from ECaTS (Emergency Call Tracking System). 2. Mid-Yr: Transition to the new computer automated medical dispatching (ProQA) occurred in November 2015.									

This new automation will significantly increase the number of EMD instructions provided due to automated computer prompts and statistical tracking.

Yr-End: ProQA is an automated system which is able to keep track of EMD calls that are launched. This will reflect a more accurate number of EMD instructions that are given which explains the increase for quarters 3 and 4.



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Patrol Division  
**Program Name and Number:** Patrol Division (3441)  
**Program Owner:** Lorenzo Duarte  
**Program Mission:** Respond to community needs through the enforcement of public safety laws and provide expedient responses to calls for service.

**2/5, 40%  
Objectives  
Achieved**

### Program Activities:

1. Provide uniform patrol 24 hours a day, 7 days a week to prevent and deter crime.
2. Respond to all felony calls, crimes in progress, and selected misdemeanors.
3. Conduct initial investigations and complete crime reports.
4. Enforce State and Local statutes and traffic regulations.
5. Facilitate the safe and efficient movement of motor vehicles, bicyclists, and pedestrians on City streets and thoroughfares.
6. Develop and implement community policing strategies to reduce crime and enhance quality of life within our community.

Status	Measurable Objectives				Metric			
Ahead of Target 92.9% of Target	1.	Maintain an average response time at or below 7.0 minutes to all Priority One Emergency calls for service from the time the call is received to the time of arrival.				Average response time to all Priority One Emergency calls for service		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓	Minutes	7.0	6.9	6.6	6.8	6.3	6.1	6.5
Previous FY2015								
		7.0	6.4	6.3	6.4	6.1	6.2	6.2
Comments: Mid-Yr:					Yr-End:			

Status	Measurable Objectives						Metric	
Behind Target 118.6% of Target	2.	Maintain an average response time at or below 14.5 minutes to all Priority Two Emergency calls for service from the time the call is received to the time of arrival.						Average response time to all Priority Two Emergency calls for service
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	Minutes	14.5	17.0	19.3	18.2	16.1	16.6	17.2
Previous FY2015								
		14.5	13.6	13.5	13.6	14.9	15.2	14.3
Comments:	Mid-Yr:	Priority Two Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 43-46 officers. When fully staffed, patrol team strength is at 56 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 12 vacant officer positions.			Yr-End:	Priority Two Emergency calls are considered in progress crimes that may not result in injury or death. Patrol team strength continued to fluctuate during the second two quarters of the year, but showed improvement towards the objective.		

Status	Measurable Objectives						Metric	
Behind Target 132.7% of Target	3.	Maintain an average response time at or below 30.0 minutes to all Priority Three Non-Emergency calls for service from the time the call is received to the time of arrival.						Average response time to all Priority Three Non-Emergency calls for service
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	Minutes	30.0	43.5	43.9	43.7	37.9	34.0	39.8
Previous FY2015								
		30.0	30.6	32.0	31.3	31.4	32.3	31.6
Comments:	Mid-Yr:	Priority Three Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 43-46 officers. When fully staffed, patrol team strength is at 56 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 12 vacant officer positions.			Yr-End:	Priority Three Emergency calls are considered alarms and investigations. Patrol team strength continued to fluctuate during the second two quarters of the year, but showed improvement towards the objective.		



Status	Measurable Objectives				Metric			
Behind Target 116.4% of Target	4.	Maintain an average response time at or below 50.0 minutes to all Priority Four Routine calls for service from the time the call is received to the time of arrival.				Average response time to all Priority Four Routine calls for service		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>	Minutes	50.0	61.1	70.1	65.6	51.4	50.4	58.2
Previous FY2015								
		50.0	44.1	48.0	46.0	50.4	50.7	48.3
Comments: Mid-Yr:		Priority Four Emergency calls remained in Queue status for longer periods of time. A probable reason for this is that for quarter 1 and quarter 2, patrol team strength fluctuated from 43-46 officers. When fully staffed, patrol team strength is at 56 officers. During quarter 1 and quarter 2, patrol division specialty teams had 10 - 12 vacant officer positions.			Yr-End:		Priority Four Emergency calls are considered not in progress or cold investigations. Patrol team strength continued to fluctuate during the second two quarters of the year, but showed improvement towards the objective.	

Status	Measurable Objectives				Metric			
Ahead of Target 163.6% of Target	5.	Conduct a minimum of 11 SWAT training days annually				SWAT Training Days conducted		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>	Days	11	3	3	6	6	6	18
Previous FY2015								
		11	3	3	6	3	4	13
Comments: Mid-Yr:					Yr-End:			

Status	Measurable Objectives				Metric			
Not Reportable . % of Target	6.	In alignment with their mission, the Criminal Impact Team will conduct a minimum of 700 attempts to locate known offenders annually				Attempts to Locate Known		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		700	0	0	0	0	0	0
Previous FY2015								
		624	190	216	406	253	152	811
Comments: Mid-Yr:		The Criminal Impact was suspended on 7/01/2015 due to patrol staffing needs. The four officers and one sergeant were reassigned to patrol.			Yr-End:		The Criminal Impact was suspended on 7/01/2015 due to patrol staffing needs. The four officers and one sergeant were reassigned to patrol.	

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.% of Target	1. Federal Bureau of Investigation (FBI) Uniform Crime Reporting Part One arrests		871	224	246	470	211	260	941
			Previous FY2015						
			839	202	136	338	236	196	770
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 81.2% of Target	2. FBI Uniform Crime Reporting Part Two arrests		10,458	2,238	2,403	4,641	1,792	2,059	8,492
			Previous FY2015						
			9,768	2,642	2,281	4,923	2,610	2,220	9,753
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 109.8% of Target	3. Municipal Code citations written		4,402	1,434	1,032	2,466	1,095	1,271	4,832
			Previous FY2015						
			4,565	1,400	1,191	2,591	1,421	1,332	5,344
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 303.3% of Target	4. Hours lost due to injuries on the job	Hours	4,275	2,370	4,810	7,180	2,643	3,144	12,967
			Previous FY2015						
			4,304	1,739	3,339	5,078	3,577	2,703	11,358
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 71.% of Target	5. Premise checks conducted of private and public properties		5,080	870	766	1,636	904	1,066	3,606
			Previous FY2015						
			5,049	1,192	891	2,083	1,258	1,135	4,476
<b>Comments:</b> <p>4. Mid-Yr: During quarter 1 and quarter 2, the department had 14 individuals on IOD or modified duty. The majority of these injuries are long term absences.</p> <p>Yr-End: During quarter 3 and 4, the patrol division had 12 - 14 individuals on IOD or modified duty. The majority of these injuries are long term absences.</p> <p>5. Mid-Yr: The Night Life Enforcement Team (NET) and the Criminal Impact Team (CIT) contributed to the overall numbers of premise checks conducted by the patrol division. The Criminal Impact Team was suspended and the Night Life Enforcement Team position was not filled once the officer rotated out of the position.</p> <p>Yr-End: The Night Life Enforcement Team (NET) and the Criminal Impact Team (CIT) were not filled during quarter 3 or 4. Both teams previously contributed to the overall number of premise checks conducted by the patrol division, which directly impacted the target.</p>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Patrol Division  
**Program Name and Number:** Traffic (3442)  
**Program Owner:** Mike Brown  
**Program Mission:** Reduce traffic collisions and facilitate the safe and orderly flow of traffic through education and enforcement.

**4/6, 67%  
Objectives  
Achieved**

### Program Activities:

1. Enforce traffic laws for motorists, pedestrians, and bicyclists.
2. Investigate traffic collisions.
3. Provide public education about traffic issues.
4. Conduct Driving Under the Influence (DUI) and Seatbelt Checkpoints to promote motorist safety and reduce collisions.
5. Administer Office of Traffic Safety grants to improve traffic safety.
6. Manage the Crossing Guard Program for 19 current locations.

✓ Status	Project Objectives	
✓ Complete	1. Apply for and receive a minimum of two grant funded special enforcement traffic programs.	
Comments: Mid-Yr:	Received two grants (combined into one) from OTS totalling \$280K plus a fourth year on the SIG grant in the amount \$39.6K	Yr-End: Received two grants (combined into one) from OTS totalling \$280K plus a fourth year on the SIG grant in the amount \$39.6K
✓ Complete	2. Administer the Crossing Guard program and collaborate with local School Districts.	
Comments: Mid-Yr:	All crossing guard positions are filled.	Yr-End:
Status	Measurable Objectives	Metric
Ahead of Target 137.2% of Target	1. Maintain the total number of DUI traffic collisions at or below 110% of the most recent three-year average.	DUI traffic collisions
FY2016		
✓ UM	Target	Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
✓	113	43
		33
		76
		41
		38
		155
Previous FY2015		
	158	33
		31
		64
		34
		36
		134
Comments: Mid-Yr:	The target for 2016 was inadvertently entered incorrectly. The target should have been 168. The mid-year projection is adjusted to reflect this.	
	Yr-End:	

Status	Measurable Objectives						Metric	
Ahead of Target 98.6% of Target	2.	Maintain the total number of injury traffic collisions at or below 110% of the most recent three-year average.					Injury traffic collisions	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input checked="" type="checkbox"/>		559	155	135	290	117	144	551
Previous FY2015								
		570	130	156	286	124	152	562
Comments:	Mid-Yr:	The injury collision rate is is on the rise and is currently on-par with the rate of Mid-Year FY2015.The FY2016 Projection has been adjusted to reflect this increase above the 3 year average.			Yr-End:			

Status	Measurable Objectives						Metric	
Behind Target 104.7% of Target	3.	Maintain the total number of traffic collisions at or below 110% of the most recent three-year average.					Traffic collisions	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		1,809	516	505	1,021	466	407	1,894
Previous FY2015								
		1,837	422	414	836	406	472	1,714
Comments:	Mid-Yr:	The traffic collision rate is is on the rise and is approximately 18% than the Mid-Year FY2015 collision rate. The FY2016 Projection has been adjusted to reflect this increase above the 3 year average.			Yr-End:			

Status	Measurable Objectives						Metric	
Behind Target 93.8% of Target	4.	Achieve an 80% clearance rate by arrest/warrant/civil or referral for all assigned cases.					Percent of cases cleared	
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		80%	77%	78%	78%	63%	81%	75%
Previous FY2015								
		80%	80%	89%	84%	85%	77%	82%
Comments:	Mid-Yr:	The Mid-Year Actual case clearance rate is slightly below the 2016 target. The FY2016 Projection rate remains the same as the FY2016 Target.			Yr-End:			

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 100.% of Target	1. Active grants for special traffic enforcement programs		2	2	2	2	2	2	2
			Previous FY2015						
			2	2	2	2	2	2	2
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 57.4% of Target	2. Total traffic citations issued by department		8,900	1,453	967	2,420	1,176	1,517	5,113
			Previous FY2015						
			9,232	2,290	1,671	3,961	1,757	1,779	7,497
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 91.1% of Target	3. Pedestrian involved traffic collisions		90	22	21	43	18	21	82
			Previous FY2015						
			92	20	23	43	15	14	72
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 88.8% of Target	4. Bicycle involved traffic accidents		125	40	25	65	22	24	111
			Previous FY2015						
			128	34	39	73	19	20	112
<b>Comments:</b> 1. Mid-Yr: Currently have one active OTS grant and one active SIG grant. 2. Mid-Yr: The SBPD is experiencing a significant staffing shortage and this shortage is reflected in Mid-Year actuals. The FY2016 Projection has been updated to reflect this issue.									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police  
**Division:** Police-Patrol Division  
**Program Name and Number:** Tactical Patrol Force (3444)  
**Program Owner:** Warren Holtke  
**Program Mission:** Maintain a proactive police presence in the downtown corridor, Milpas corridor and beachfront areas to reduce street crime through the utilization of unique strategies and partnerships.

**3/5, 60%  
Objectives  
Achieved**

### Program Activities:

1. Provide uniformed foot and bicycle patrol officers downtown to deter street crime, maintain a highly visible police presence, and encourage interaction with the public.
2. Maintain a daily proactive enforcement effort against alcohol, narcotics, panhandling, loitering, and illegal vending violations in the downtown corridor, Milpas corridor and beachfront areas.
3. Provide security at City Council meetings with a uniformed officer.
4. Provide bicycle patrol training to SBPD officers and outside agencies.
5. Work with representatives of the Downtown Organization, Old Town Merchants, and County Mental Health to solve problems.

✓ Status	Project Objectives							
✓ Complete	1. Manage Neighborhood Improvement Program projects within the city by coordinating transient camp clean-ups and enforcement sweeps each quarter with other agencies and/or city departments.							
Comments: Mid-Yr:		TPF has conducted 21 of the goal of 16 total.			Yr-End:		21 Total	
Status	Measurable Objectives					Metric		
Behind Target 41.7% of Target	1. Attend monthly Milpas Action Task Force Meetings					Meetings attended		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☐		12	2	1	3	1	1	5
Previous FY2015								
		12	1	1	2	1	1	4
Comments: Mid-Yr:		MATF meetings have been scheduled every other month instead of monthly. TPF missed one meeting due to entry level officer interviews.			Yr-End:		MATF reorganized and cancelled meetings. TPF attended all meetings except the one missed due to cover entry level police officer interviews.	

Status	Measurable Objectives	Metric						
Ahead of Target 131.3% of Target	2. Conduct a minimum of 16 transient camp cleanup details annually.	Clean-ups conducted						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		16	4	9	13	3	5	21
Previous FY2015								
		10	3	17	20	3	7	30
Comments: Mid-Yr:					Yr-End:	TPF conducted 5 more clean-ups than projected based on community complaints.		
Status	Measurable Objectives	Metric						
Ahead of Target 105.3% of Target	3. Maintain uniformed police presence at 95% of City Council meetings.	Percent of City Council meetings attended						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		95%	100%	100%	100%	100%	100%	100%
Previous FY2015								
		95%	100%	100%	100%	100%	100%	100%
Comments: Mid-Yr:					Yr-End:	TPF attended all City Council meetings.		
Status	Measurable Objectives	Metric						
Behind Target 47.3% of Target	4. Ensure Community Service Liaisons and Community Service Officers establish regular contact with downtown businesses to address concerns regarding nuisance related issues.	Contacts with businesses and community organization individuals (duplicative)						
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
☐		9,950	1,469	1,176	2,645	943	1,123	4,711
Previous FY2015								
		20,697	1,726	1,449	3,175	1,167	905	5,247
Comments: Mid-Yr:					Yr-End:	CSL staffing dropped 25-50% due to military or other leave.		

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections	1. Criminal Citations		4,000	1,169	884	2,053	767	691	3,511
87.8% of Target			Previous FY2015						
			2,981	1,210	1,136	2,346	1,613	1,339	5,298
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	2. Felony Arrests		130	49	38	87	65	63	215
165.4% of Target			Previous FY2015						
			111	64	52	116	71	44	231
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	3. Misdemeanor Arrests		230	108	85	193	94	77	364
158.3% of Target			Previous FY2015						
			186	68	75	143	90	84	317
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	4. Investigations		3,000	1,050	745	1,795	734	647	3,176
105.9% of Target			Previous FY2015						
			2,143	970	951	1,921	1,235	781	3,937
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	5. Neighborhood Improvement Projects		16	4	9	13	3	5	21
131.3% of Target			Previous FY2015						
			10	3	17	20	3	7	30
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	8. Calls for service for nuisance related crimes within the downtown corridor		2,326	761	709	1,470	703	589	2,762
118.7% of Target			Previous FY2015						
			2,205	595	568	1,163	740	1,045	2,948
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections	9. Calls for service for nuisance related crimes within the beachfront area		902	314	273	587	246	273	1,106
122.6% of Target			Previous FY2015						
			843	249	202	451	217	363	1,031



			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 150.7% of Target	10. Calls for service for nuisance related crimes within the lower Milpas corridor		438	190	174	364	142	154	660
			Previous FY2015						
			549	101	118	219	132	192	543
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 99.5% of Target	11. Calls for service for nuisance related crimes within the upper Milpas corridor		564	163	136	299	115	147	561
			Previous FY2015						
			522	136	146	282	129	221	632
<b>Comments:</b> <ol style="list-style-type: none"> <li>Mid-Yr: One TPF Officer vacancy since 11/2015. TPF will most likely remain down one officer for the remainder of FY16. Yr-End: TPF staffing down 20%</li> <li>Mid-Yr: TPF is on track to make target. One TPF Officer down due to staffing.</li> <li>Mid-Yr: On track to meet target.</li> <li>Mid-Yr: TPF on track to meet target.</li> <li>Mid-Yr: On track to meet goal. The city now contracts with a private company to conduct the clean-ups and no longer utilizes Public Works. Yr-End: Use of the private company has made it easier to schedule camp clean-ups; no longer based on City resources available.</li> <li>Mid-Yr: CFS in the Downtown corridor are exceeding the projected average goal. COMPSTAT indicates CFS on a 3 year incline. Yr-End: COMPSTAT shows a continued increase in CFS.</li> <li>Mid-Yr: CFS are exceeding the projected average goal. COMPSTAT indicates CFS have been increasing over the last 3 years. Yr-End: COMPSTAT shows a continued increase in CFS.</li> <li>Mid-Yr: CFS are exceeding the targeted average. COMPSTAT indicates CFS have been increasing over the last 3 years.</li> <li>Mid-Yr: CFS are above the projected target. COMPSTAT indicates CFS have been increasing over the last 3 years. Yr-End: COMPSTAT shows a continued increase in CFS.</li> </ol>									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Patrol Division

**Program Name and Number:** Nightlife Enforcement Team (NET) (3448)

**Program Owner:** Todd Johnson

**Program Mission:** Ensure public safety on weekend nights in the downtown corridor through enforcement, education, and intervention, with the downtown bar and restaurant owners and the citizens of Santa Barbara.

**1/3, 33%  
Objectives  
Achieved**

### Program Activities:

1. Conduct premise checks on downtown bars and nightclubs.
2. Conduct responsible beverage server training every month to prevent the sale of alcohol to minors and reduce alcohol-related incidents.
3. Assist with Zona Seca classes monthly to provide alcohol awareness training and education to individuals with alcohol-related violations.
4. Provide security training for nightclub and bar staff.
5. Refer all alcohol, bar, and restaurant violations to the California Department of Alcoholic and Beverage Control (ABC).

Status	Measurable Objectives	Metric
Behind Target 26.4% of Target	1. Conduct premise checks on 90% of downtown bars and restaurants with dance permits Wednesday through Saturday.	Percent of premise checks conducted
FY2016		
✓	UM	Target
☐		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
		90.0%
		75.0%
		20.0%
		47.5%
		0.0%
		0.0%
		23.8%
Previous FY2015		
		82.0%
		99.6%
		84.8%
		92.2%
		66.4%
		59.6%
		77.6%
Comments: Mid-Yr:	The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.	Yr-End:
Status	Measurable Objectives	Metric
Behind Target 43.8% of Target	2. Conduct 100% of planned premise checks on ABC licensed establishments outside the downtown corridor 12 times a quarter.	Percent of premise checks conducted
FY2016		
✓	UM	Target
☐		Qtr1 Actual
		Qtr2 Actual
		Mid-Year Actual
		Qtr3 Actual
		Qtr4 Actual
		Year-to-Date
		100.0%
		100.0%
		75.0%
		87.5%
		0.0%
		0.0%
		43.8%
Previous FY2015		
		90.0%
		66.7%
		66.7%
		66.7%
		100.0%
		216.7%
		112.5%
Comments: Mid-Yr:	The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.	Yr-End:

Status	Measurable Objectives				Metric				
On Target 100.% of Target	3. Conduct regular Responsible Beverage Server Training.				RBS trainings conducted				
FY2016									
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	
✓		12	5	3	8	0	4	12	
Previous FY2015									
		12	5	7	12	2	10	24	
Comments: Mid-Yr:		The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.			Yr-End:		The 3 RBS trainings conducted in Q4 were completed under the SIG grant that expired on 5/31/16 and ABC grant that expired on 6/30/16.		
FY2016									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 19.9% of Target	1. Premise checks		1,425	177	52	229	21	33	283
Previous FY2015									
			1,000	249	212	461	166	149	776
FY2016									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 161.5% of Target	2. Alcohol related incidents with minors		91	44	27	71	27	49	147
Previous FY2015									
			50	30	45	75	45	64	184
FY2016									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 128.4% of Target	3. Incidents of false ID use in bars		74	36	23	59	14	22	95
Previous FY2015									
			50	27	39	66	39	55	160
FY2016									
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 37.5% of Target	4. Violations referred to ABC		24	6	3	9			9
Previous FY2015									
			20	7	7	14	7	5	26
Comments:									
1. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol. Yr-End: Premise checks completed in Q4 were conducted under the SIG grant that expired on 5/31/16 and the ABC Grant that expired on 6/30/16.									
2. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.									
3. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.									
4. Mid-Yr: The Nightlife Enforcement Team was suspended 11/2015 due to staffing shortages on patrol.									



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Police

**Division:** Police-Patrol Division

**Program Name and Number:** Parking Enforcement (3449)

**Program Owner:** Juanita Smith

**Program Mission:** Enforce parking regulations in the City of Santa Barbara to ensure availability of limited parking resources.

**0/1, 0%  
Objectives  
Achieved**

### Program Activities:

1. Enforce time zone restrictions, residential parking regulations and other Municipal Code and California Vehicle Code Regulations.
2. Issue warnings and tow vehicles stored on City streets and other City maintained or owned property.
3. Locate and impound vehicles owned or operated by habitual parking offenders that have 5 or more outstanding parking violations.

Status	Measurable Objectives				Metric			
Behind Target 46.5% of Target	1.	Locate vehicles that have five (5) or more unpaid parking citations known as Habitual Offender Parking Enforcement (H.O.P.E.) vehicles.				H.O.P.E. vehicles located		
FY2016								
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
<input type="checkbox"/>		383	19	48	67	60	51	178
Previous FY2015								
		381	88	90	178	112	99	389
Comments: Mid-Yr:		Parking Enforcement implemented a new front and back office system called Phoenix WinCite on 07-25-15. Due to data conversion, no HOPE enforcement could be done between 07-25-15 and 10-07-15. The 19 reported HOPE impounds for QTR 1 occurred between 07-01-15 and 07-24-15. Therefore, our HOPE impound objective of 383 will not be met at then end of QTR 4.			Yr-End:		Parking Enforcement implemented a new front and back office system called Phoenix Wincite on 07-25-15. The ability of a field PEO to locate and confirm HOPE vehicles was, and continues to be, delayed using the new system. The objective was not met.	

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 113.7% of Target	1. Parking citations issued by the Parking Enforcement Unit		49,000	12,703	12,103	24,806	15,242	15,668	55,716
			Previous FY2015						
			51,500	15,840	12,766	28,606	13,636	13,458	55,700
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.9% of Target	2. Street sweeping citations issued by the Parking Enforcement Unit		26,660	7,157	7,975	15,132	6,531	7,368	29,031
			Previous FY2015						
			26,227	7,518	6,926	14,444	6,122	6,543	27,109
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 116.6% of Target	3. Street storage requests investigated by the Parking Enforcement Unit		4,442	1,448	1,132	2,580	1,111	1,490	5,181
			Previous FY2015						
			4,324	1,338	1,125	2,463	1,049	1,172	4,684
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.1% of Target	4. Street storage requests found gone on arrival (GOA) on initial contact by a Parking Enforcement Officer		1,171	354	288	642	279	345	1,266
			Previous FY2015						
			1,118	357	295	652	321	320	1,293
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 121.9% of Target	5. Street storage vehicles moved after being warned or tagged by a Parking Enforcement Officer		2,271	718	606	1,324	627	817	2,768
			Previous FY2015						
			2,255	683	566	1,249	537	598	2,384
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 98.5% of Target	6. Street storage vehicles cited after being warned or tagged by a Parking Enforcement Officer		134	43	27	70	24	38	132
			Previous FY2015						
			132	34	32	66	22	38	126
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 123.1% of Target	7. Street storage vehicles towed after being warned or tagged by a Parking Enforcement Officer		334	136	91	227	82	102	411
			Previous FY2015						
			298	106	94	200	76	90	366
<b>Comments:</b>			7. Mid-Yr: Street Storage requests cleared with a disposition of "duplicate", "referred to another agency" or "open/ctive" are included in the total number of requests investigated but are not reported separately. For						

the mid year report, there were 317 in one of these categories.

Yr-End: Street Storage requests cleared with a disposition of "duplicate", "referred to another agency" or "open/active" are included in the total number of requests investigated but are not reported separately. For the year end report, there were 604.